Quality of mobile service in Himachal Pradesh

4601. SHRIMATI VIPLOVE THAKUR: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government are aware of the deteriorating quality of mobile services in the country;

(b) if so, the reasons therefor;

(c) whether it is a fact that the cell phones get disconnected all of a sudden in lack of network in hilly areas particularly in Himachal Pradesh resulting in the people, particularly tourists, having to make several calls for completing their talk;

(d) if so, the details thereof; and

(e) the measures taken by Government to improve the quality of mobile services?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) and (b) As per Telecom Regulatory Authority of India (TRAI's) quarterly Performance Monitoring Report (PMR) for the quarter ending 31-12-2006, most of the service providers are generally meeting Quality of Service (QoS) benchmarks. The mobile telecom network in the country is growing at a fast rate. In order to meet the growing demand due to the rapid growth of the mobile services and for improving the mobile connectivity, the telecom service providers are to progressively augment their mobile network infrastructure and optimize the same.

(c) and (d) In general, the mobile telephone service in the hilly areas including Himachal Pradesh is working satisfactorily. However, in hilly areas it is difficult to provide adequate coverage at some place due to hilly terrain.

No separate information is available for hilly areas. As per the PMR submitted by the service providers providing mobile service in Himachal Pradesh, the benchmarks for all parameters for QoS are met by most of the service providers.

(e) Mobile service providers have been asked to ensure that they meet the quality of service benchmarks prescribed by TRAI. Further, Government is taking following measures in this regard:

(i) Holding periodic meetings with the Mobile Service Providers.

(ii) Holding periodic meetings with Bharat Sanchar Nigam Limited (BSNL)/Mahanagar Telephone Nigam Limited (MTNL) and the Private Mobile Service Providers to facilitate provision of interconnection.

(iii) Continuous efforts to co-ordinate and release additional spectrum from existing users.

(iv) Pursuing with local authorities for expeditious clearance of cell sites.

Misleading promotional campaign by private mobile companies

4602. SHRI V. HANUMANTHA RAO: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that rapid expansion of subscribers to private companies mobile phones has created a mis-match between the increasing subscribers and insufficient technical progress;

(b) the reasons for Government allowing companies unable to provide proper service to recruit new subscriber through misleading promotional campaigns;

(c) whether it is a fact that the frequent problems are call drops, erratic connectivity, bad voice quality, repeat dialling and general trends of excess billing even for failed calls; and

(d) the steps proposed by Government to issue public warnings and newspaper advertisements to counter the rosy pictures of private mobile telephony?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) The mobile telecom network in the country is growing at a fast rate. The mobile